SHAMBO LOUIS MARIE

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SUMMARY

Software development, data analytics, IT Support specialist with strengths in troubleshooting (Windows, Linux, LAN/Wi-Fi, AD), ticketing, asset/patch management, and documentation. Frontend and Backend Developer with Python, Django, React, REST APIs, SQL, and Git; builds and maintains WordPress sites and integrates plugins/themes. Familiar with Docker and basic CI/CD. AI/LLM exposure: prompt engineering, data labeling/cleanup, simple fine-tuning/RAG workflows, model evaluation. Strong data entry/analysis and records management; POS/office systems experience from hospitality. Clear communicator, customer-centric, policy-driven, fluent in English and French.

CORE SKILLS

- **Document Preparation** (Letters, memos, reports, SOPs, BEO support), Update, Retrieval, Filling Systems, Microsoft Office, Google Workspace, mail handling, and good use of office equipment like printers, scanners).

- **Computer & Web & App programming:** Python, Django, Microservices CICD, Docker, JavaScript, React, WordPress.

- **Data Analysis & Business Intelligence:** Data Entry &Management (Microsoft Excel), Databases, Data Manipulation, Reporting, Analysis (SQL, SQL Server, MySQL), Python NumPy, Power BI (Data Visualization).

- **Data Science, Engineering:** SQL, Python, Pandas, Machine Learning, Cloud Computing (AWS).

- **Artificial Intelligence:** AI Agent development, AI tools (LLMs), Machine Learning.

- **Languages:** Fluent in English and French

- Basic Networking, IT Support, Hardware, Asset Protection.

- Fast Learner, Team player and quick adaptative in cross functional teams.

PROFESSIONAL EXPERIENCE

IT OFFICER Internship | TR5 Hotel, Kamonyi-Rwanda | Feb 2024 – Nov 2024

- Enter, update, and retrieve data in hotel systems (user accounts, POS item codes, menu/price updates), ensuring accurate and current records for F&B and front office.

- Prepare internal documents (shift handovers, checklists, incident logs, SOPs) and standardize templates to reduce formatting errors and rework.

- Maintain structured digital filing on shared drives; implement naming, versioning to improve retrieval time and audit readiness.

- Handle office equipment setup and troubleshooting (printers, scanners, POS terminals), minimizing downtime during meal periods and events.

- Answer internal support calls professionally, document requests, and follow up to resolution while protecting confidential information and assets.

- Collaborate with Culinary, Banquet teams to ensure system readiness for events (menus, headcounts, timing), supporting smooth kitchen coordination.

DATA ENTRY CLERK | CARE International Rwanda, Kigali, Rwanda | Jul 2019 – Dec 2023

- Entered, validated, and updated high-volume program records with 99%+ accuracy; maintained data integrity and confidentiality in line with organizational policies.

- Prepared letters, memos, and scheduled reports using Docs/Sheets and Excel; improved reporting timeliness by standardizing templates and checklists.

- Organized digital and paper files, tracked document movement, and handled inbound/outbound mail to support compliance and audits.

- Coordinated with cross-functional teams to clarify data requirements and deadlines; reduced re-submissions and improved on-time delivery.

WordPress Developer | I-Connect Solution, Kigali, Rwanda | 2020-2022
- Facilitated the company in providing comprehensive digital services to over 50 potential clients, encompassing web design, development, SEO, digital marketing, and WordPress website management, fostering client relationships, and expanding service offerings.

EDUCATION

- Bachelor of Information Technology, BYU–Ensign College (Online, USA), Jan 2022 – June 2025
- Backend Development Fellowship (Python/Django, AI, Life Skills) at Solvit Africa, June 2025 – September 2025
- Virtual Assistant Training (Admin, Data Entry & Analysis Modules), ALX Foundation, Feb 2025 – Apr 2025
- Data Science Bootcamp (Data Analysis, Python, AWS Modules), ALX Foundation, Jun 2025 – Present
- High School Diploma (Mathematics, Physics, Chemistry, Entrepreneurship), Groupe Scolaire Officiel de Butare – INDATWA n' INKESHA School.

ADDITIONAL INFORMATION

- Adheres to company policies, confidentiality, and asset protection.
- Professional phone etiquette and guest-first mindset; supports individuals with disabilities.
- Fit, Able to move, lift, carry, push, and pull objects beyond to 10 lbs, 20-35 lbs.
- Willing to assist in varied tasks as assigned to support Culinary and F&B operations.
- Event Coordination and management skills
- Musical background: Piano (Grand Piano, Synthesizer), Music Theory (Solfege), Basic guitar, Music Band organization, Event coordination.